

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Room TW-A325
Washington, DC 20554

Received & Inspected

NOV 26 2012

FCC Mail Room

CG Docket Nos. 03-123 and 10-51

I am writing in response to the Federal Communication Commission's (FCC's) request for comments on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates." I am very concerned about these proposals and how they will affect my family's safety.

VRS is a lifeline. It allows me to conduct business, connect with my family and friends and do many other things over the phone that many hearing people take for granted. Most important, though, VRS is how I access my local emergency 911 service. In an emergency I know that when I place a 911 call it will be answered immediately. My location will be known. And, specially trained American Sign Language (ASL) interpreters will be there to make sure my local emergency responders know exactly what help I need. You can't imagine how frightening it is to think that I might not be able to get help for me or my family because of long hold times, poorly trained interpreters, or bad equipment.

Cutting the rates paid to VRS providers as low as the FCC proposes will only reduce service quality I currently depend on. How will these companies hire and keep skilled ASL interpreters on staff when the government has just cut what they are willing to pay them by \$2 an hour? How will 911 calls be answered immediately when there are fewer interpreters and longer hold times? How will I know that my VRS will work when I'm using a videophone from WalMart instead of the specially designed videophone from my VRS provider?

I hope the FCC has answers to all of the questions before it considers changing the current system.

Sincerely,

Name

John & Sandra Gandy

Title, if appropriate

Address

10102 ACKLEY BLVD PARMA OH, OHIO 44130

Telephone Number

440-809-8377

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11/26/12

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I am deaf and VRS is how I stay in touch with my family and friends who are not deaf. I'm sure that hearing people don't think about what it means to be able to pick up the phone and call anyone any time or anywhere they want. But for me, this means everything. VRS has changed my life.

I am alarmed that the FCC is proposing to dramatically change the VRS program. Why is the FCC going out of its way to fix something that isn't broken?

I think there are two crucial reasons to keep the current VRS system in place.

First, I like the company I do business with. I don't want to be forced to switch companies because the one I work with has gone out of business.

Second, I don't want to have to buy and set up my own VRS equipment. I got my equipment at no cost from my VRS provider. They installed it and continue to maintain it. It would be unfair to now shift this burden to me and other deaf people. If the government wants to prevent deaf people from connecting with others and using VRS, this is a good way to do it.

The VRS program works for people who are deaf. It's how we communicate every day with the hearing world and how the hearing world communicates with us. Any changes to the program must be in the best interest of deaf Americans. The changes being considered by the FCC are not.

Sincerely,

Name

John + Sandra Gandy

Title, if appropriate

Address

10102 ACKLEY BLVD PARNASS. OH. 44138

Telephone Number

440-809-8377

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The rate changes being considered by the FCC would also directly affect my ability to access VRS, as well as the reliability and quality of service I depend on. If the FCC slashes the rates paid to VRS providers, as suggested in its Public Notice, many companies will simply stop providing this essential service. This will put me and all members of the deaf community at a significant disadvantage.

In my view, VRS today is a shining example of what Congress intended when it passed the Americans with Disabilities Act 22 years ago. It is absolutely essential that any changes to the current program maintain the access, innovation and reliability that define VRS today.

Sincerely,

Name John + Sandra Grandey

Title, if appropriate _____

Address 10102 ACKLEY BLVD PARMA HTS. OH. 44130

Telephone Number 440-809-8377

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I am not deaf, but I know firsthand how VRS works. VRS allows people who are deaf or hard-of-hearing to use the "phone" to communicate comfortably and easily just like people who can hear. In this way, it has changed the lives of so many people who are deaf. With VRS they can do the things we take for granted – make a doctor's appointment, call a child's school, or simply order a pizza. VRS puts people who are deaf on a more level playing field.

The changes being considered by the FCC would undo much of this progress. VRS largely relies on highly skilled American Sign Language (ASL) interpreters. These are the people who relay the conversation between the deaf and the hearing participants. The FCC wants to drastically cut the rate they pay VRS companies for providing this service. Obviously, this will have an immediate and negative effect on the ability of VRS companies to employ and train qualified interpreters.

The FCC has also suggested that VRS can be just as effectively provided through government-mandated software that is used on off-the-shelf equipment like common videophones, computers, the iPad, or a smart TV. While such equipment can provide a convenient backup solution, it can't replace the videophones and other technologies provided by VRS providers. These have been specifically designed to take into account the special needs of the deaf and hard-of-hearing.

If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,

Name

John + Sharon Gaudoy

Title, if appropriate

Address *10102 ACKLEY BLVD, Parma Hts. OH 44130*

Telephone Number

440-809-8377

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Sincerely,

Name Steven Case

Title, if appropriate _____

Address 6208 Night Vista Dr

Telephone Number 440 570-5597

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Sincerely,

Name Marti Grodhaus

Title, if appropriate Rep Foods TC

Address 1161 W. 1st Street OK

Telephone Number 614-868-1368

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List ABOVE

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Sincerely,

Name Dave Stevens

Title, if appropriate _____

Address 2447 Alum Crossing Drive Lewis Center, OH 43085

Telephone Number (512) 657-3722

Signed in whole-hearted support of one of my hearing-impaired coworkers.

[Signature] 11/16/2012

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Sincerely,

Name Todd Lingo

Title, if appropriate Grocery Manager

Address 100 Pulcris Parkway

Telephone Number 604-865-2009 (601)

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Sincerely,

Name Donnie L. Lewis

Title, if appropriate _____

Address 378 Springboro Ln, Columbus, OH 43235

Telephone Number (614) 505-6290

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I hope the FCC has answers to all of the questions before it considers changing the current system.

Sincerely,

Name NANCY JANE GANTZ

Title, if appropriate _____

Address 1024 S. HAGUE AVE

Telephone Number 614-429-1332

Columbus, OHIO 43204

No. of Comments 0+1
Lib / 5708

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Sincerely,

Name NANCY JANE GIANTE

Title, if appropriate _____

Address 1027 SOUTH HARBOR AVE

Telephone Number 614-429-1332

COLUMBUS, OHIO 43204

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Sincerely,

Name ROBERT L. GANTZ SR

Title, if appropriate _____

Address 1024 S. HAGOE AVE COLUMBUS, OHIO 43204

Telephone Number 614-429-1332

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Sincerely,

Name

Tom Schuep

Title, if appropriate

Address

876 S. Remington Rd Berley Ohio
43209

Telephone Number

614-556-4814
614-556-4814

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Sincerely,

Name Don Schuep

Title, if appropriate _____

Address 876 S. Remington Rd. Drexel, Ohio
43209

Telephone Number 614-558-4814

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I am writing in response to the Federal Communication Commission's request for comments on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates." I am very concerned that the changes being considered by the FCC will destroy a program that is vitally important to people who are deaf and hard-of-hearing.

I am not deaf, but I know firsthand how VRS works. VRS allows people who are deaf or hard-of-hearing to use the "phone" to communicate comfortably and easily just like people who can hear. In this way, it has changed the lives of so many people who are deaf. With VRS they can do the things we take for granted – make a doctor's appointment, call a child's school, or simply order a pizza. VRS puts people who are deaf on a more level playing field.

The changes being considered by the FCC would undo much of this progress. VRS largely relies on highly skilled American Sign Language (ASL) interpreters. These are the people who relay the conversation between the deaf and the hearing participants. The FCC wants to drastically cut the rate they pay VRS companies for providing this service. Obviously, this will have an immediate and negative effect on the ability of VRS companies to employ and train qualified interpreters.

The FCC has also suggested that VRS can be just as effectively provided through government-mandated software that is used on off-the-shelf equipment like common videophones, computers, the iPad, or a smart TV. While such equipment can provide a convenient backup solution, it can't replace the videophones and other technologies provided by VRS providers. These have been specifically designed to take into account the special needs of the deaf and hard-of-hearing.

If the FCC takes away skilled ASL interpreters and innovative equipment, VRS as we know it today won't exist. This would be a huge step backward for the rights and opportunities of Americans who are deaf and hard-of-hearing.

Sincerely,

Name Karen Blumentfeld

Title, if appropriate _____

Address 113 Oxbow Road Wayland, MA 01778

Telephone Number 508-358-4163

No. of Copies rec'd _____
Lit. 10/0/00

NOTE: My brother and his wife are deaf and have two hearing children. It is crucial that his children are able to communicate freely and easily with their parents. Thank you for your support for video relay service, which is a lifeline for my brother and his family.

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Room TW-A325
Washington, DC 20554

Received & Inspected
NOV 26 2012
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Sincerely,

Name Danny Shifflet

Title, if appropriate _____

Address 7607 Columbus Rd. #3. Mt. Vernon, Ohio

Telephone Number _____ 43050.

Noted by: [signature]
List ASODE

Marlene H. Dortch, Secretary
Federal Communications Commission
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Sincerely,

Name Randy Shifflet

Title, if appropriate _____

Address 1025 Fairwood ave. Marion, Ohio.
43302.

Telephone Number _____

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Sincerely,

Name Clifford Yeager

Title, if appropriate Mr

Address 8507 Stillwater

Telephone Number 214-348-0364

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Marlene H. Dortch, Secretary
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445 12th Street, SW
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Washington, DC 20554

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Sincerely,

Name Steven Ylagers

Title, if appropriate MC.

Address 8507 Stillwater Dr.

Telephone Number (214) 348-0364

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445 12th Street, SW
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Washington, DC 20554

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CG Docket Nos. 03-123 and 10-51

I am writing to provide my comments on Federal Communication Commission's (FCC) Public Notice on the "Structure and practices of the video relay service (VRS) program and on proposed VRS compensation rates."

I am deaf and VRS is how I stay in touch with my family and friends who are not deaf. I'm sure that hearing people don't think about what it means to be able to pick up the phone and call anyone any time or anywhere they want. But for me, this means everything. VRS has changed my life.

I am alarmed that the FCC is proposing to dramatically change the VRS program. Why is the FCC going out of its way to fix something that isn't broken?

I think there are two crucial reasons to keep the current VRS system in place.

First, I like the company I do business with. I don't want to be forced to switch companies because the one I work with has gone out of business.

Second, I don't want to have to buy and set up my own VRS equipment. I got my equipment at no cost from my VRS provider. They installed it and continue to maintain it. It would be unfair to now shift this burden to me and other deaf people. If the government wants to prevent deaf people from connecting with others and using VRS, this is a good way to do it.

The VRS program works for people who are deaf. It's how we communicate every day with the hearing world and how the hearing world communicates with us. Any changes to the program must be in the best interest of deaf Americans. The changes being considered by the FCC are not.

Sincerely,

Name

Sherry LaRue

Title, if appropriate

retired

Address

3749 Highgrove Dr
Dallas TX 75220

Telephone Number

214 864-7288 - text

For filing, see record
LIS:ASUDE